ivanti

Windows 11
Migration

Windows 11 Migration

Migrating to Windows 11 is essential for keeping your devices current, secure and efficient, offering advanced security features, streamlined multi-tasking and productivity tools. With Microsoft ending support for Windows 10 this year, many organizations are upgrading compatible machines and replacing the rest with new hardware, all with the aim of avoiding downtime and maintaining optimal performance.

## Important considerations and potential challenges

Hardware compatibility and unknown devices

One major challenge in upgrading to Windows 11 is meeting the hardware requirements, which can be especially tough for organizations with older devices. To tackle this, IT teams should perform a thorough inventory of their current environment, understanding which devices can be upgraded and which need to be replaced or upgraded before starting the migration. Visibility comes first, as you can't migrate devices you don't know about. Prioritize discovery to avoid the security risk posed by unknown assets. User resistance, friction, and down-time.

- As with any migration, user resistance can be among the biggest hurdles. Change can be intimidating, and OS upgrades may cause disruptions and downtime. To minimize these issues, it's important that updates occur at convenient times for users, avoiding costly disruptions like the loss of unsaved work.. Ideally, users get the option to self-service their updateor an automated prompt to update now or delay the upgrade to a time slot of their choosing. Having a post-upgrade feedback mechanism as well as a rollback plan can help address any problems, ensuring users can get back to their normal productivity as soon as possible. For devices not ready for the upgrade, extended support options are available, allowing continued use of the current OS while preparing for a full migration.

Migrating to Windows 11 is essential for keeping your devices current, secure and efficient

ivanti
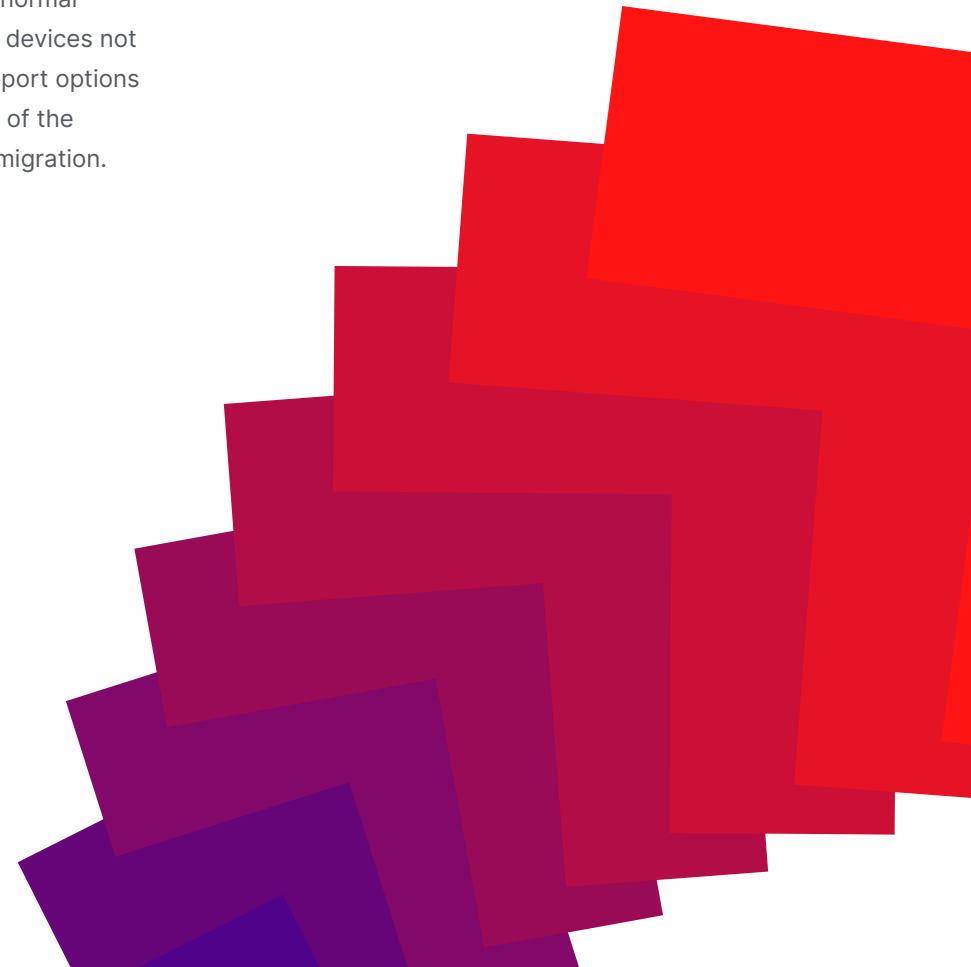
Pathways to Migration

Once you understand the range of devices in your environment , you'll typically have to choose one of three pathways for each device

① Extend support with Extended Security Updates (ESU)

Not every machine can be upgraded to Windows 11 immediately, and some can't be upgraded at all. Extending support allows the devices to continue receiving Windows 10 security updates, which in turn can help streamline patching and maintain compliance with regulations like GDPR, HIPAA or PCI-DSS. Unpatched systems face over 1,200 vulnerabilities annually, and a data breach can cost an average of $4.45 million. ESU helps secure devices that can't be updated to Windows 11 as well as those that can't be upgraded by October 14th, 2025, when Microsoft is ending support for Windows 10. Extended support solutions help extend the device lifecycle, avoiding or delaying the high costs of refreshing your hardware.

② Replace devices incompatible with Windows 11

While Extended Security Updates are a great option for some machines, there are also cases where extended support might not be worth pursuing. Some devices may just need to be replaced. Since unpatched machines pose a security risk to the organization with each successive OS update, Ivanti's solutions can provide inventories of your devices and software and generate support tickets to facilitate the refresh process.

③ Upgrade devices compatible with Windows 11

For those devices that are Windows-11-compatible, you'll still need a robust upgrade plan to carry out the updates. Ivanti provides a comprehensive process to intelligently upgrade machines, including prior-to-upgrade device and status checks, pre-staging of the upgrade for optimal state, pre- and post-upgrade performance reporting as well as post-upgrade surveys.

ivanti

Migrate with Ivanti

Ivanti can help you plan and execute a successful Windows 11 migration while providing extended support for the devices that can't be upgraded. These are the three key steps for a successful Windows 11 deployment with Ivanti.
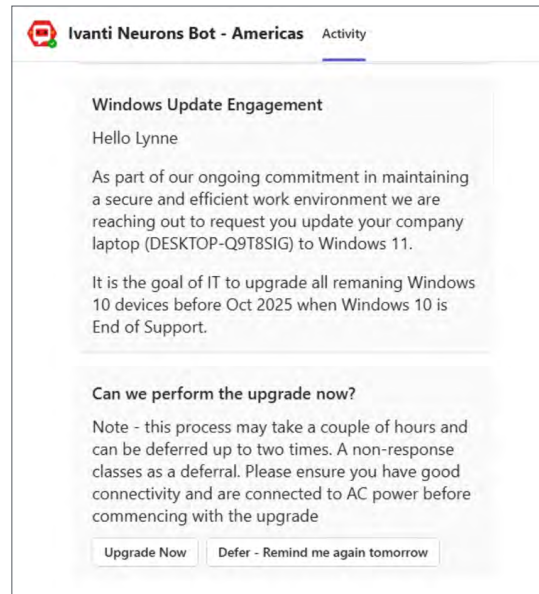
1. Discover

Again -- you can't update the devices you don't know exist. A thorough device inventory is an essential first step in scoping your Windows 11 migration. It's imperative to discover both managed and unmanaged devices, so no machine gets left behind.

2. Validate & Update

After discovery, the next step is grouping devices for a phased rollout. Group devices by eligibility first, followed by other considerations including the work hours of the device's primary user(s) and checks to ensure the device is in a proper state to receive an update (i.e., connected to power and has enough disk space).

With the Windows 10 to 11 Upgrade Bot, you can easily notify users about the upgrade, allowing them to schedule it at a convenient time and running upgrade readiness checks to ensure the upgrade proceeds without issue. Here's an example of an interactive Teams message the bot sends to users:

Ivanti Neurons Bot - Americas Activity

Windows Update Engagement

Hello Lynne

As part of our ongoing commitment in maintaining a secure and efficient work environment we are reaching out to request you update your company laptop (DESKTOP-Q9T8SIG) to Windows 11.

It is the goal of IT to upgrade all remaning Windows 10 devices before Oct 2025 when Windows 10 is End of Support.

Can we perform the upgrade now?

Note - this process may take a couple of hours and can be deferred up to two times. A non-response classes as a deferral. Please ensure you have good connectivity and are connected to AC power before commencing with the upgrade

[Upgrade Now] [Defer - Remind me again tomorrow]

Self-service through Ivanti tools like App Distribution offer another option providing users the ability to proactively initiate the update themselves. You can also send a Teams message or survey to inform users of the self-service option.

When it's time to execute the upgrade, run the Windows Update Assistant to perform the update. Monitor the progress closely to address any issues that arise. After the upgrade, prompt users to restart their devices to complete the process. Verify that each device is activated with an enterprise license key and apply any necessary additional Windows updates to ensure everything is up to date and functioning smoothly.

3. Troubleshoot & Remediate

While you will inevitably run into some issues carrying out such significant upgrades, how you handle them can make a massive difference to your end users. Having systems in place to detect and manage errors, as well as collect end user feedback, helps ensure continuous improvement.

An automated workflow to create IT service desk tickets can help address problems that arise at any stage of the update. Instant documentation ensures any failures or issues are flagged to your IT team immediately, helping streamline resolution.

The same goes for broader issues and system/app breakage that the upgrade may cause across multiple devices. If IT waits for these issues to slowly bubble up via manually submitted tickets, the damage may already be done.

Ivanti's built-in survey bot tools, which are also part of the Windows 11 Upgrade Bot, helps your IT team significantly reduce the lag time between your IT team receiving complaints and identifying the root cause of the issue(s)

Additionally, Ivanti's zero-touch troubleshooting tools, remote control capabilities and custom action bots can help analysts quickly diagnose and resolve issues, minimizing downtime and maintaining productivity.

Conclusion

Planning and executing your Windows 11 migration can be daunting — but it doesn't have to be. With Ivanti, you can effectively plan your hardware and OS refresh and streamline your Windows 11 migration while securing your incompatible devices too.

About Ivanti

Ivanti is an enterprise software company that provides a comprehensive IT and security cloud-based platform. Ivanti provides software solutions that scale with our customers' needs to help enable IT and Security to improve operational efficiency while reducing costs and proactively reducing security risk. The Ivanti Neurons platform is cloud-native and is designed as a foundation of unified and reusable services and tools for consistent visibility, scalability and secure solution delivery. Over 34,000 customers, including 85 of the Fortune 100, have chosen Ivanti to meet challenges head-on with its end-to-end solutions. At Ivanti, we strive to create an environment where all perspectives are heard, respected and valued and we are committed to a more sustainable future for our customers, partners, employees and the planet. For more information, visit ivanti.com and follow @GoIvanti.

ivanti

For more information, or to contact Ivanti, please visit ivanti.com.